



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending June 30, 2006

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.43	3.87	3.33	3.54
B. Operator Answer Time - Information [730.510(a)(1)]	4.94	5.43	4.44	4.94
C. Repair Office Answer Time [730.510(b)(1)]	31.00	45.00	75.00 *	50.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	31.00	45.00	75.00 *	50.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.59	6.66 *	3.42	3.89
H. Percent Repeat Trouble Reports [730.545(c)]	15.15%	9.28%	11.52%	11.98%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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